



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

SENIOR INSURANCE COMPLIANCE OFFICER (SPECIALIST)

\$4,778 – \$5,765

CONSUMER COMMUNICATIONS BUREAU
LOS ANGELES

RESPONSIBILITIES: Under general direction of a Supervising Insurance Compliance Officer, the incumbent will independently perform the most complex, sensitive, and responsible insurance regulatory activity; investigate, identify violations, and mediate resolution of consumer complaints including inquiries wherein there is a lack of statutory clarity or involving multiple issues where resolution requires compromise by all parties in the dispute or formal legal action. The incumbent will independently organize and coordinate the development of a final report, legal referral, or alternative discipline resolution agreement suitable as a legal document for use in legal action. The incumbent will act as a team leader and technical advisor for Associate Insurance Compliance Officer's and Insurance Compliance Officer's staff; train lower level staff; monitor consumer call/inquiries and review written case files. The incumbent will participate in Department task force groups; develop and maintain the bureau's Intranet and Hotline Directory; lead technical teams for each line of insurance; and develop procedures to implement legislation.

DESIRABLE QUALIFICATIONS: Four years of experience in insurance claims adjusting, underwriting, or insurance consumer services including a minimum of one year of experience performing the duties of an Associate Insurance Compliance Officer; graduation from college with a bachelor's degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the Insurance Code, interpersonal, analytical, and verbal/written communication skills.

WHO MAY APPLY: Applications will be accepted from current State employees at the Senior Insurance Compliance Officer level, those within transfer range, or those with list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. Surplus candidates must attach a copy of their letter. *All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, list eligibility, or Training and Development Assignment) on the state application.*

APPLICATION PROCEDURE: Send a completed standard State of California application to Stephanie Brewer, Department of Insurance-Human Resources, 300 Capitol Mall, Ste. 1300, Sacramento, CA 95814.

PLEASE INDICATE "SICO #413-373-8607-006" ON THE STATE APPLICATION. APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. For additional information, please call (916) 492-3411.

FINAL FILING DATE: September 25, 2006, 5:00 p.m. close of business

NOTE: Interested individuals must submit their application in order to be considered for this position.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

eg09/13/06

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN
ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.